

# Cancellation and Refund Policy

Emancipation Edutech Private Limited

## Overview

This Cancellation and Refund Policy applies to course registrations, paid training programs, workshops, certificate courses, counselling-linked admissions, and other learning services offered by Emancipation Edutech Private Limited. It is intended to provide clear guidance while final legal text is reviewed and approved.

A student may request cancellation of a course enrolment by contacting our team through email, phone, WhatsApp, or in person at the centre. The request should include the student's full name, enrolled course, batch details, payment receipt or transaction reference, date of enrolment, and reason for cancellation.

Cancellation requests are reviewed based on the course type, batch start date, access already provided to classes or materials, administrative work completed, and any commitments made for the student's seat, trainer allocation, or learning resources.

*Placeholder note: this dummy PDF should be replaced with the final signed-off legal document later.*

## Refund Eligibility Window

As placeholder terms, a student may be eligible to request a refund within 7 days of enrolment and before the batch has started, provided no significant course material, class access, login access, certificate processing, or institute service has already been delivered.

If a refund request is made after the eligibility window, or after the student has attended classes or received course access, the refund may be declined or adjusted after deducting applicable administrative, counselling, material, payment gateway, or service charges.

## Non-Refundable Cases

Fees may be non-refundable once regular classes have begun, the student has attended one or more sessions, digital learning access has been activated, study material has been shared, a discounted or special-offer seat has been confirmed, or partial course completion has taken place.

Registration charges, admission processing fees, assessment fees, payment gateway charges, printed material costs, certificate processing charges, and customized training arrangements may be treated as non-refundable unless otherwise communicated in writing.

## Refund Process and Timeline

Approved refunds will generally be processed to the original payment method or another verified mode agreed with the student or parent. The student may be asked to provide receipt details, bank information, identity confirmation, and written acknowledgement before processing.

Refund processing may take 7 to 15 working days after approval, depending on internal verification, banking timelines, payment gateway settlement, public holidays, and completeness of the information provided by the student.

## **Course Cancellation by Emancipation**

Emancipation Edutech Private Limited may cancel, postpone, merge, or reschedule a course batch due to insufficient enrolment, trainer unavailability, operational constraints, technical issues, emergency conditions, or other unavoidable circumstances.

In such cases, students may be offered an alternate batch, alternate trainer schedule, credit adjustment toward another suitable course, or a refund of the eligible course fee. The final option will be communicated based on the situation and the student's preference where feasible.

## **How to Request a Refund**

To request a cancellation or refund, contact us at [teamemancipation@gmail.com](mailto:teamemancipation@gmail.com), +91 9508033767, or +91 8210963267. Please include your course name, batch details, payment receipt, and preferred contact number so our team can verify and respond quickly.

Submitting a request does not automatically guarantee a refund. Every request is reviewed under the policy terms applicable at the time of enrolment and the actual services already delivered.